MULTIMEDIA UNIVERSITY

STUDENT IDENTIFICATION NO

MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 1, 2015/2016

BOB 2024 – ORGANISATIONAL BEHAVIOUR

(All sections/groups)

15th October 2015
2.30 p.m. – 4.30 p.m.
(2 Hours)

INSTRUCTIONS TO STUDENT

1. This question paper consists of **ONE (1)** page.

2. Answer all the questions. All questions carry equal marks and the distribution of the marks for each question is given.

3. Please write all your answers in the Answer Booklet provided.

Each question carries 20 mark each. Total 80 marks.

QUESTION 1

a) Discuss the growing importance of interpersonal skills in the workplace.

(10 marks)

b) Identify the advantages and disadvantages of group decisions as compared to individual decisions.

(10 marks)

(Total 20 marks)

QUESTION 2

a) Identify and explain the **FOUR (4)** drawbacks of e-mail.

(10 marks)

b) Explain the concept of impression management. (2.5 marks)

c) Discuss high and low self-monitors in the engangement to impression management.

(7.5 marks)

(Total 20 marks)

QUESTION 3

a) Describe and explain escalation of commitment.

(10 marks)

b) Describe the difference between a mechanistic model and an organic model of organizational structure.

(10 marks)

(Total 20 marks)

QUESTION 4

a) Describe and discuss **FOUR (4)** characteristics of bureaucracy.

(10 marks)

b) Identify and explain the **FOUR (4)** various individual approaches toward managing stress.

(10 marks)

(Total 20 marks)

End of Page